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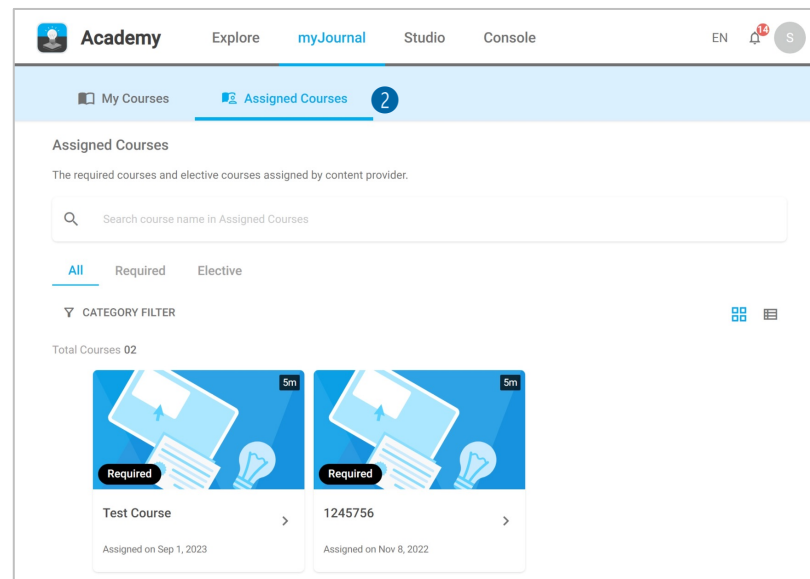
[My course progress shows that it has been completed, why can't I find the completion record on my LMS?](#)

## Assigned Course

### How to find a course in Academy when you receive a course assignment letter?

There are 2 ways to find an assigned course:

- ① Clicking on the course link in the email will take you directly to the course homepage. (You will need to log in first before accessing courses.)
- ② In My Courses, click on the "Assigned Courses" page



S SRV-DELTAKNEW3 | VITA.LIU 柳于婷  
[Academy] You have been assigned to 4 new courses

**i** 如果這個訊息的顯示有任何問題，請按一下這裡，在網頁瀏覽器中檢視。

Dear Learner,  
You have been assigned to  
2 required courses list below.

Course Name	Entrance
TW測試群組指派課程-地區A/VIVO/B/T	1 Global Academy China Academy
測試群組指派課程，沒權限，只有Areacode=BC可以	Global Academy China Academy

2 elective courses list below.

Course Name	Entrance
測試指派課程，有權限	Global Academy China Academy
測試群組指派課程-按照Area，並且於11/18下架	Global Academy China Academy

These courses are 100% self-paced — you can work at your own pace up until the end date of the course.

We recommend you joining our discussion forum and using video markers to create your own learning journal. Hope you enjoy the course!

Warmly,  
Delta KnEW Academy Team

Please click the button below to enter Academy by region.

全球版 GLOBAL ACADEMY

中國大陸 CHINA ACADEMY

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## Enrollment

### How do I check on course information?

On the course preview page, you can view information about your course, including:

- ① Course Summary: Contains learning objectives, categories, and topics
- ② Course information: study time, materials, certificates, registration area and language of instruction provided
- ③ Course outline: The title and description of the chapter information and learning content
- ④ Instructors: Information about the course instructors, as well as their experience and expertise

The screenshot displays the Academy Learner interface for a course titled "2023 Information Security Awareness Training". The course is categorized as "Beginner" and was updated on August 28, 2023, and published on August 2, 2023. The user started the course on August 8, 2023. The course has 1,415 enrollments, 6 likes, and 3,035 views. The interface includes a navigation bar with "Academy", "Explore", and "myJournal" options, along with language and user profile settings. The course details are organized into sections: "Information", "Syllabus", and "Instructors". The "Information" section is currently selected and shows the course title, "What we'll learn" (a list of topics including Information Security, Social Engineering, Personal Data Protection, Telecommuting Security, Information Security Best Practice, and Delta Group Information Security Policy Acknowledgement), and the category "IT". The "Syllabus" section shows a list of chapters, with the first chapter titled "01 Chapter Title" and a "SHOW LESS" button. The "Instructors" section is also visible, showing the instructor's name and profile picture. A table of course details is also present, including Study Duration (2 h), Learning Material (2 materials), Enrollment Duration (unlimited), Course Language (English), and Video Subtitles (—).

Academy Explore myJournal EN 10 S

Course Beginner

### 2023 Information Security Awareness Training

TW.HR

Updated Aug 28, 2023 • Published Aug 2, 2023

You started this course on Aug 8, 2023.

GO TO COURSE

1,415 enrollments · 6 likes · 3,035 views

Information Syllabus Instructors

1 Information

What we'll learn

- 1. What is Information Security? 2. What is Social Engineering? 3. Personal Data Protection 4. Telecommuting Security 5. Information Security Best Practice 6. Delta Group Information Security Policy Acknowledgement

Categories

IT

2

Study Duration	2 h
Learning Material	2 materials
Enrollment Duration	unlimited
Course Language	English
Video Subtitles	—

3

4

SYLLABUS

01 Chapter Title

SHOW LESS

## Enrollment

### How do I enroll in a course?

Please follow the steps below to complete the course registration process:

- ① Open the Course Preview Page
- ② Click **Start Learning** to enroll the course

The screenshot shows the Academy interface. At the top, there's a navigation bar with 'Academy', 'Explore', and 'myJournal'. On the right, there are language settings ('EN'), a notification bell with '10', and a user profile icon ('S').

The main content area features a course card for 'Introduction to Delta CRM - Part 15: Delta CRM Marketing Campaign Automation Overview'. It includes a 'Course' icon, a 'Beginner' level indicator, and the instructor 'TW.HR'. The course was updated on Sep 28, 2023, and published on Apr 14, 2022. A prominent blue 'START LEARNING' button is visible, along with icons for liking and sharing. Below the button, it shows '14 enrollments · 0 likes · 30 views'.

At the bottom of the course card, there are three tabs: 'Information' (selected), 'Syllabus', and 'Instructors'.

The 'Information' section is expanded, showing 'About this Course' and 'What we'll learn'. The 'About this Course' section lists the course title: '- Delta CRM Marketing Campaign Automation Overview'. The 'What we'll learn' section contains a bullet point: '- Develop an understanding of the features and benefits of Delta CRM - Explain the value of a relationship management strategy - Help teams articulate their CRM goals and identify key milestones in the relationship management process - Assist groups in determining how they will measure the success of their relationship management efforts'.

On the right side of the 'Information' section, there is a table of course details:

Study Duration	2 h
Learning Material	1 material
Enrollment Duration	unlimited
Course Language	English
Video Subtitles	—

## Enrollment

I'd like to enroll in a course, but the system shows that I don't have enrollment permissions.

When you see this prompt, it means that you are not eligible to view the course and need to contact the course provider or platform administrator – [service.academy@deltaww.com](mailto:service.academy@deltaww.com).

The screenshot displays the Academy Learner interface. At the top, there are navigation tabs: "Academy", "探索", and "我的課程". Below this, the course title "集裝箱進出廠作業規範-微課" is visible, along with the instructor "DG.HR" and update information "更新 2023-11-07 · 已發布 · 2022-0". A "開始學習" button is present, along with social sharing icons. Below the course details, it shows "357 註冊 · 2 喜歡 · 373 觀看". A white error message box is overlaid on the course content, containing the text: "哎呀!您無法訪問課程。", "看來您沒有訪問該課程的權限。請聯繫課程提供商以獲取更多信息。您將很快將您重定向到預覽頁面。", and a "明白" button. At the bottom of the course page, there are tabs for "資訊", "教學大綱", and "講師與作者". The "資訊" tab is active, showing a list of course topics: "1.集裝箱介紹 2.集裝箱法律法規要求 3.集裝箱進出場作業 4.課程總結". On the right side, there are links for "學習時間", "學習素材", and "練習".

## Completing a Course

**I've watched the course video, but why isn't the video in 100% progress and the course progress still showing completed?**

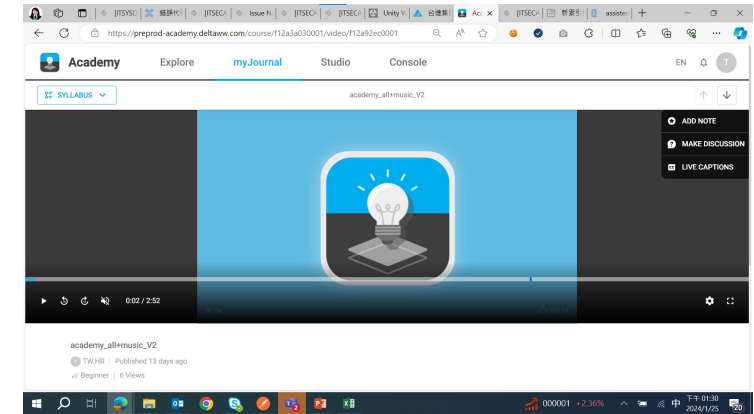
Learner needs to watch the minimum viewing percentage set by the platform for the video learning progress to be displayed at 100%.

If the learner jumps, speeds up the playback, shrinks the window, etc., the learning progress will not be accumulated.

If you have confirmed that you have watched a video that matches the progress, but you are unable to successfully complete the progress, please report it to the course or platform administrator for further investigation.



**DO**



Make sure Academy is visible on the screen.



**DON'T**



Shrink or block Academy by other application.

## Completing a Course

### I have passed the exam, why does my course show "incomplete" / LMS has no record of completion?

To complete the Academy, you must complete all the required learning materials for the course, including videos, documents, exams (exercises and quizzes) and HTML 5 materials.

You can also check the progress of each material in My Course.

- ① Go to **My Course**
- ② Check Course Learning progress; Click **Progress** to view more information
- ③ Click the uncompleted content to open the learning page

The learning record will be sent back to LMS only after the course in Academy is fully completed.

The screenshot displays the 'My Course' (我的課程) section of the Academy Learner interface. At the top, there are navigation tabs: '探索 ①', '我的課程' (highlighted), '創作室', and '中控台'. Below these are sub-tabs: '我註冊的課程' (My Registered Courses), '被指派的課程' (Assigned Courses), and '我的證書' (My Certificates). The main content area shows a search bar for registered courses and filter options for '全部' (All), '必修' (Required), and '選修' (Elective). A course card for '3.9.1功能\_顯示課程百分比進度' is shown with a progress bar at 27%. A modal window titled '進度細節' (Progress Details) is open, showing a list of course items with their respective progress percentages: 'academy\_all+music\_V4' (100%), 'iOS guidev2.13.1.0' (100%), 'AlexGendler\_ConjunctionFallacy\_2019E-32' (6%), and 'AlexGendler\_ConjunctionFallacy\_2019E-32 new!!!' (10%).

## Completing a Course

### My course progress shows that it has been completed, why can't I find the completion record on my LMS?

When your progress is marked as 100% on the course map card in My Courses / myJournal, it means that you have met the completion criteria for the course.

Please contact the course provider or system administrator and provide the following information & proof of course completion:

- Academy Course Name
- Academy course links
- Learner email, employee ID
- Screenshot of the course progress in Academy & LMS (see example picture on the left)



#### Learning Record

Class ID	Class Name	Internal/external training	Learning Status	Class dates
PHRHB16021-20B18224	台達電子集團-新人引導訓練	Internal training	Completed	2020-10-19 09:00 ~ 2020-10-19 10:00
PITCB15150-20B18225	資安宣導(一般職員)-實體課程	Internal training	Completed	2020-10-19 10:00 ~ 2020-10-19 10:30

# DeltaKnEW® Academy User Guide

Version-2024-02

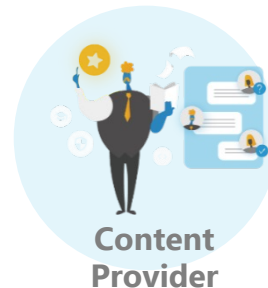
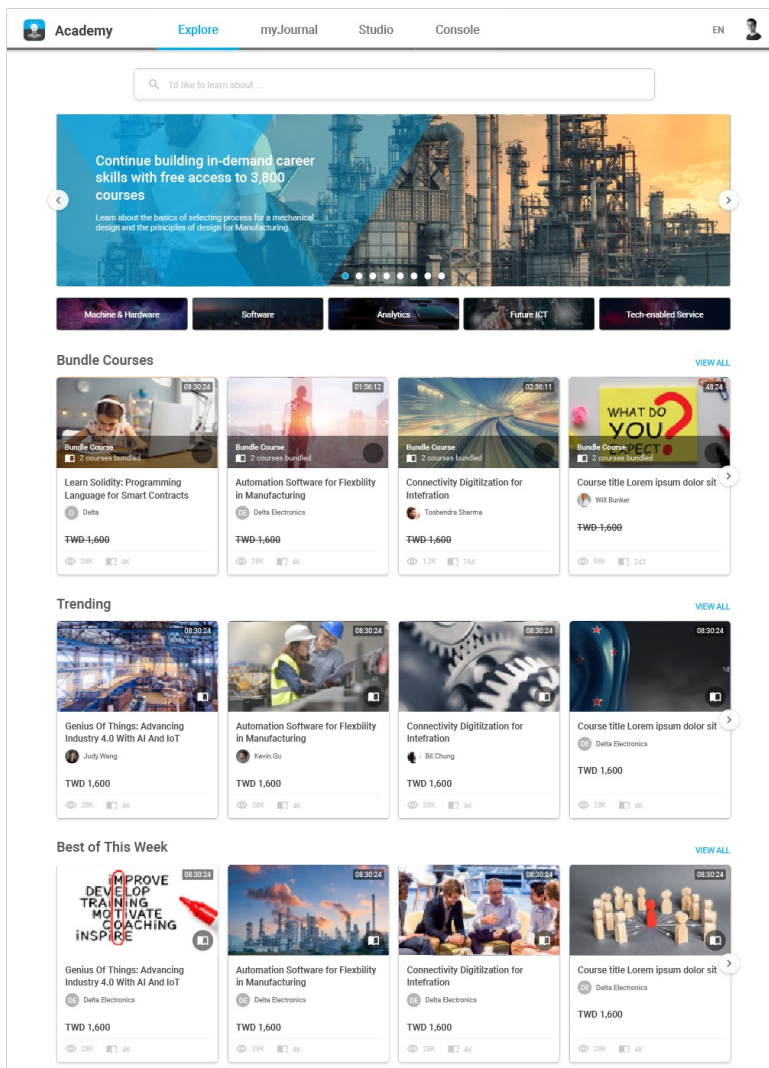
# Welcome to Academy User Guide

For Delta Academy Version-2024-02

## About Academy



Aiming at providing a safe, modern, and flexible online learning environment, Solution Enablement Center has developed the Academy, an e-learning platform that supports the administration, automation, and delivery of educational courses, training programs, or learning and development materials.



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[Explore - Search and view courses](#)

[myJournal – Start learning courses](#)

[Use the Academy mobile APP](#)



**Still need help?**

Get in touch with your **Academy Platform Administrator** for more resources.

# System requirement and profile setup

[Use a supported browser](#)

[Manage your Academy account](#)

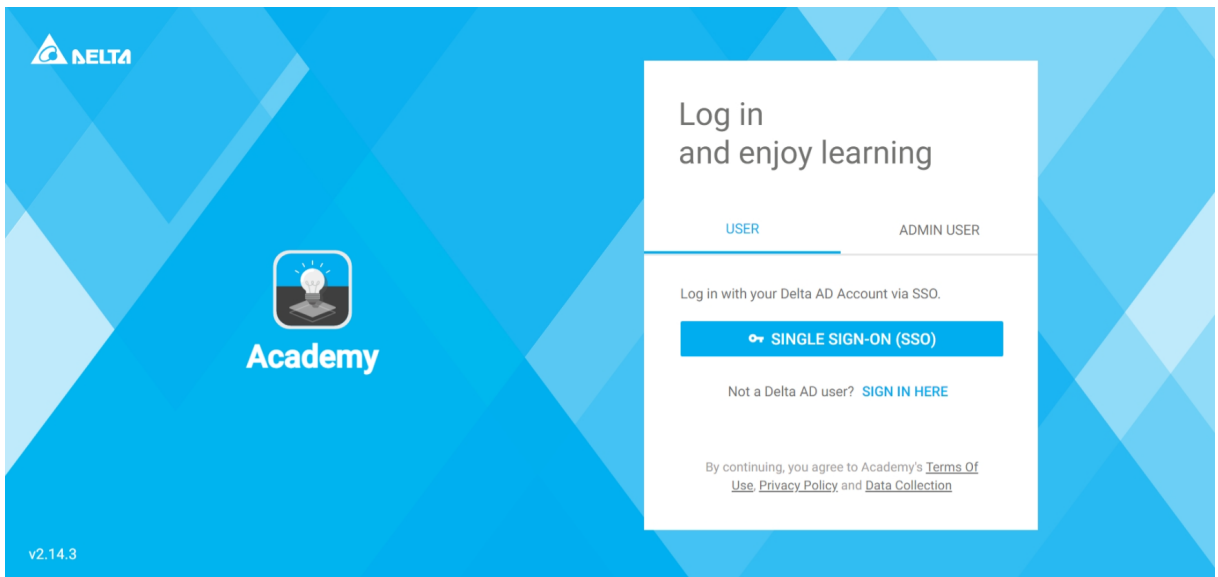
# Use a supported browser

You may visit Academy website from most of the browsers but we recommend the ones listed below. Make sure you use the last 2 update versions of the browsers for the best results.

- Chrome, 83.0.4103.07 (64 bit)
- Safari, Version 13.1.1 (15609.2.9.1.2)
- Firefox, 77.01. (64 bit)
- Microsoft Edge, 44.17763.831.0
- Microsoft EdgeHTML 18.17763 @2018 after

## Login your Academy account

Click the "login" button at the top right corner on the "Explore" page.

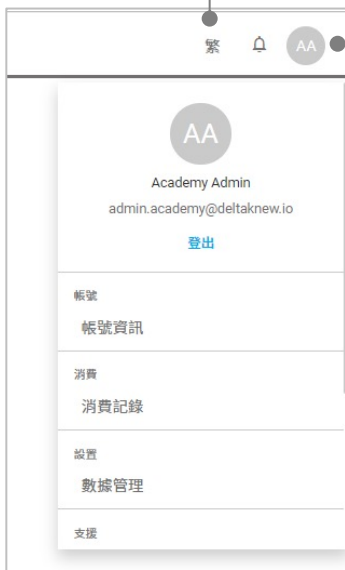


# Manage your Academy account

You can manage your account information, order, and data control in your Academy Account. Click the profile button at the left top of the Academy page to review and change your settings:

- Account information: edit your personal profile.
- Privacy Settings: find key information, privacy, and security settings all in your Academy account.

**Set the platform language to your preference:  
English, traditional Chinese, or simplified Chinese**



**Set up your personal profile**

**Use Activity Controls to allow / pause specific types of data from being saved in your account.**



# Explore – Search and preview courses

[Search and preview courses](#)

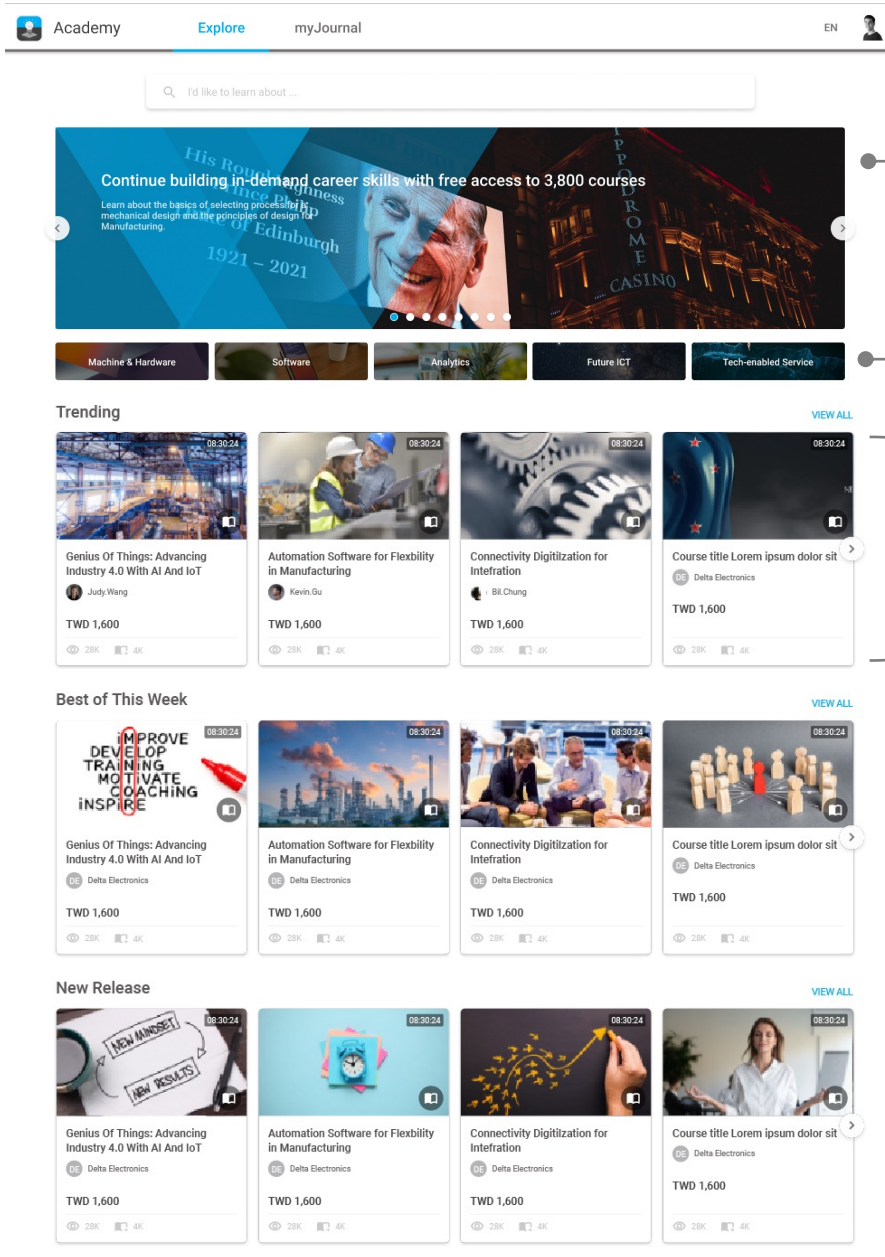
[View course category](#)

[Search for a course](#)

[Preview course information](#)

# Search and preview courses

On the Explore page, you can browse the banner, course category, or use search tool (course title, content provider, or key words) to find courses that fits your interests. You can also learn about the most popular courses of all times, the most popular courses of the week and new released courses atomically listed by the recommendation system.



Banners of course or event promotions

Course categories by topic or skill

On each course card, you can browse basic information of a course such as the name, its content provider, and course fee.

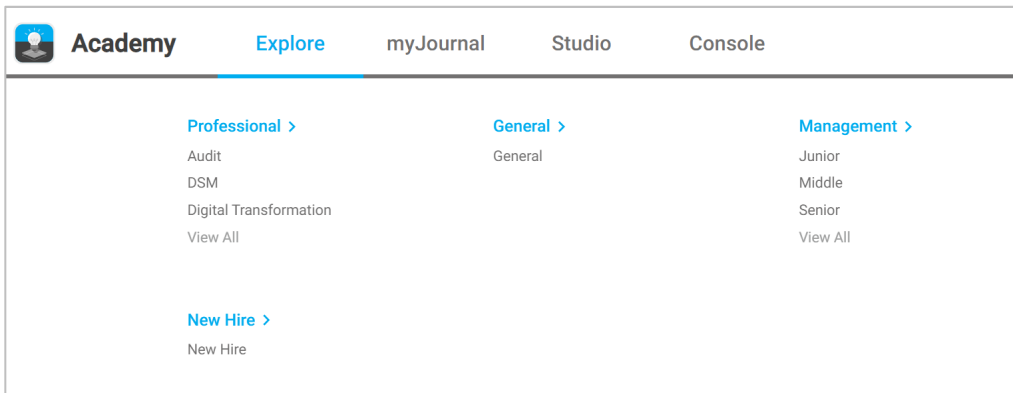
Click on the course card to enter the preview page of the course.

# View course category

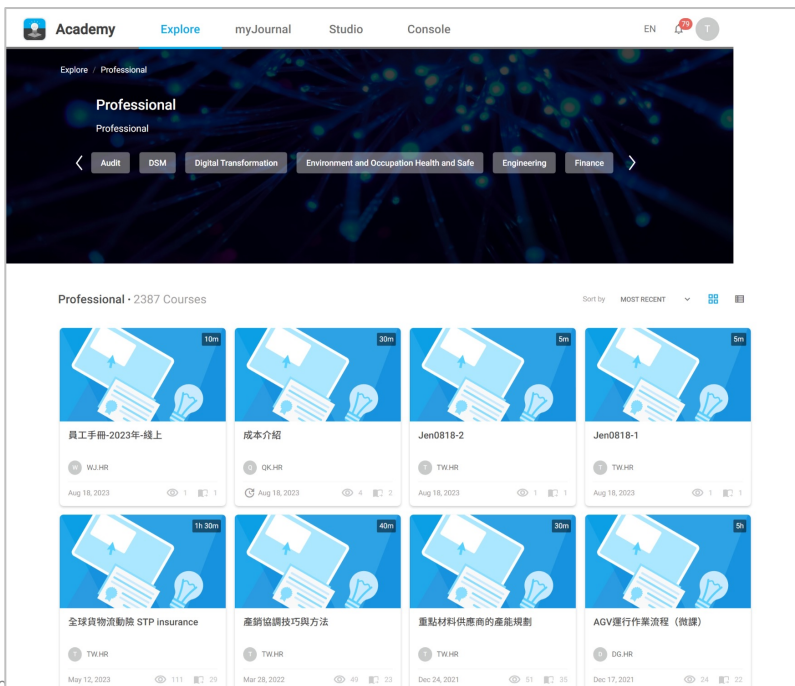
You may browse and find corresponding courses through the subject heading classification on the Explore page.

**Note:** The category has been changed from "region" to "LMS primary and secondary directories, and the link between categories and courses is set and maintained by the LMS side.

1. Move the cursor to the "Explore" tab to unfold the category and subcategory by subject heading.



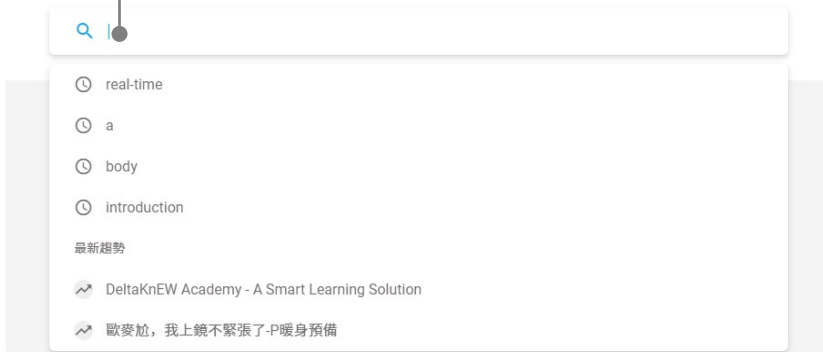
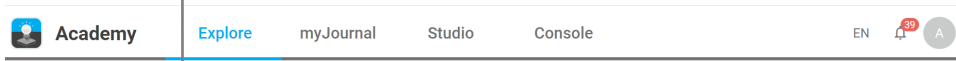
2. After you entered into the category by subject heading, you can see the course description, the sub-category and courses subordinated to the subject heading. You may arrange your courses in sequence by the sequential order of announcement of the course, the number of registrants, and number of viewers.



# Search for a course

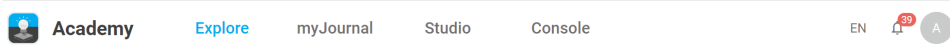
You can search courses in the Search box using keywords of a course name, instructors, and the content). After your search appears, you can filter all results in sequence under different indicators - the most relevant, the latest, and most preferred.

## Search by different keywords for corresponding courses



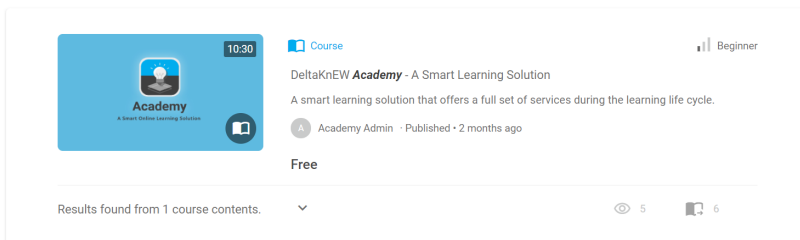
The system will display the search record in priority.

The system will automatically recommend the most popular courses.



1 result for *academy*

Sort by Relevance

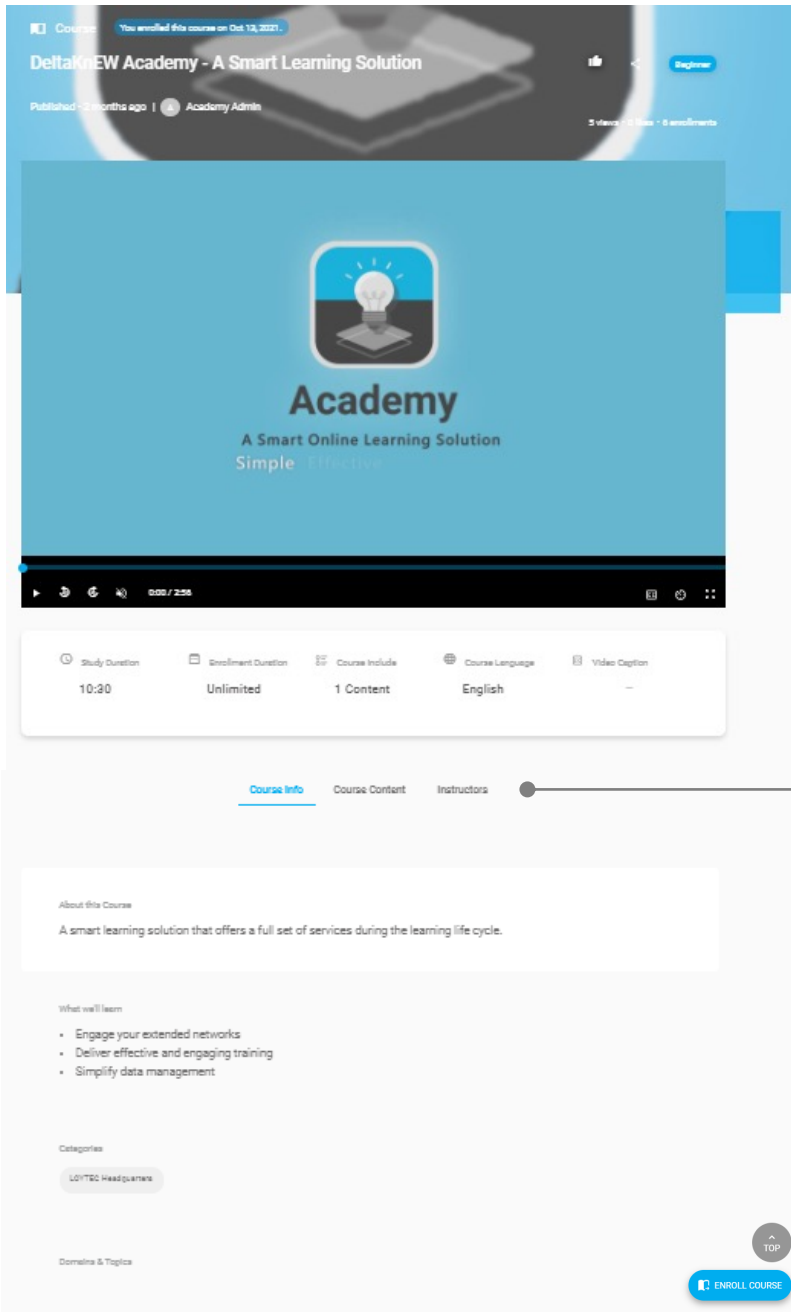


Filter search results

Click the search result to enter the course preview pages

# Preview course information

Check the detail of the course at the preview page of the course, including: footage on course introduction, course syllabus, and tutor.



You can give a “like” to the course and view the enrollment numbers of the course.

To share the course with other learners, click on the share button to copy or send an email with the course url.

From here, you can check:

- Course information
- Course syllabus
- Content provider and course instructors

Click “**ENROLL COURSE**” to start the enrollment process.

# myJournal – Manage courses you're enrolled in

[Enroll in a course](#)

[Check myJournal and start learning](#)

[Enter the course learning page](#)


# Enroll in a course

To start the registration process, click “Enroll Course” on the course preview page and complete the registration step by step as instructed on the page.

If the course you selected is free of charge, it is not necessary to fill in the registration information and make payment to complete the registration.

**Enroll Courses**

Total 1 Item



入門概述 - 機器視覺的機台關鍵組成

TWD 1,500

Add coupon code (optional)

APPLY

Original Price:	TWD 1,500
Discount Price:	- TWD 0
<b>Total Payment:</b>	<b>TWD 1,500</b>

**You may enter the discount coupon code and confirm the fee for the course.**

**Billing information \***

Please fill in your information for payment processing. [CLEAR ALL INFORMATION](#)

Full Name

Date Of Birth

As shown in passport.

Mobile Number

▼

Remember my information

[PLACE ORDER](#)

**Enter related payment information**

**Click to place the order for completion of course registration.**

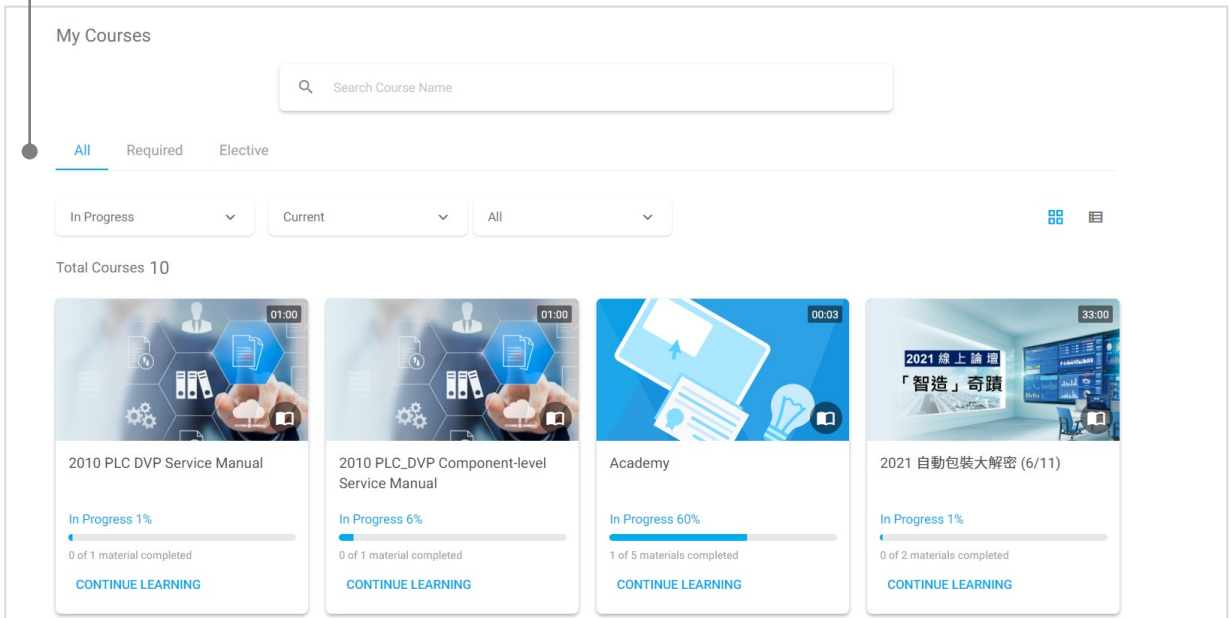
# Check myJournal and start learning

You can find registered courses and learning progress in **myJournal**. If you have already started learning with some courses, you can find the courses in previous learning in the block of **CONTINUE LEARNING** and return to the learning progress of the last time quickly.



**View all assigned courses**

**Click different tabs to filter the courses for display by different learning status**



**Start learning a course or check the learning progress on the course card**

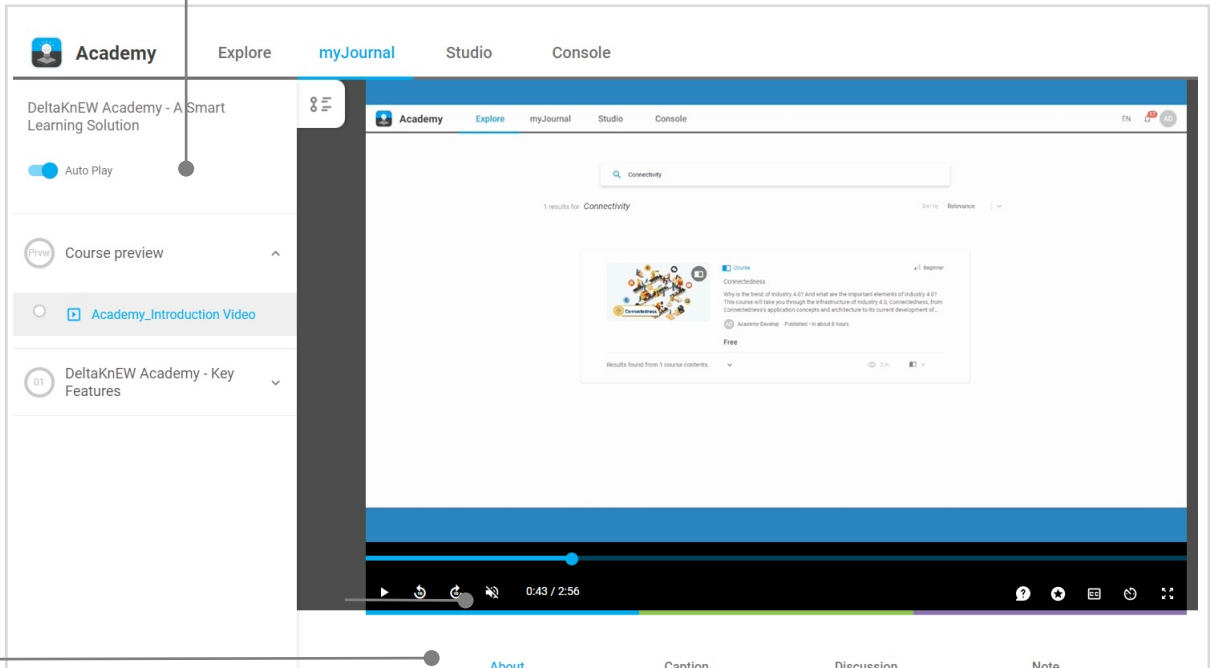
**NOTE:** Only courses that have been studied or are being studied will be listed in the "My Courses" list.

# Enter the course learning page

You may view the course structure and content at the top left part after entering the course page.

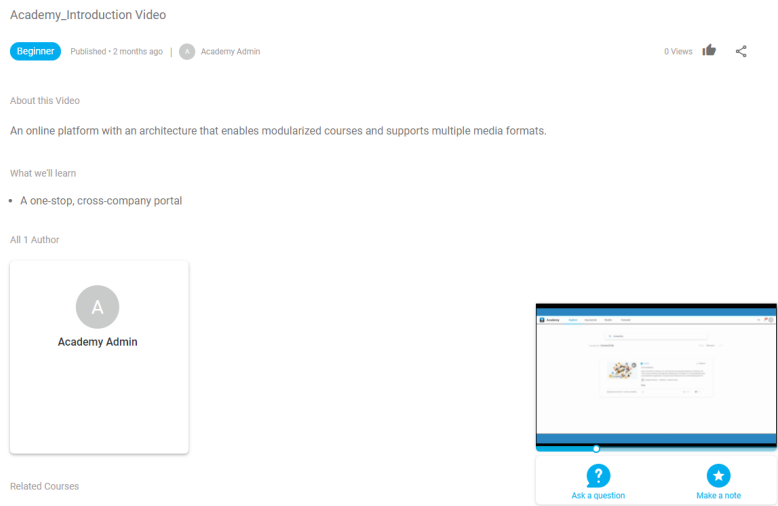
Academy will keep track on your learning progress: once you've completed a course material, the syllabus will mark it with a blue tick as completion.

**If you switch on **Auto Play**, the next learning material will start automatically after its previous one is completed.**



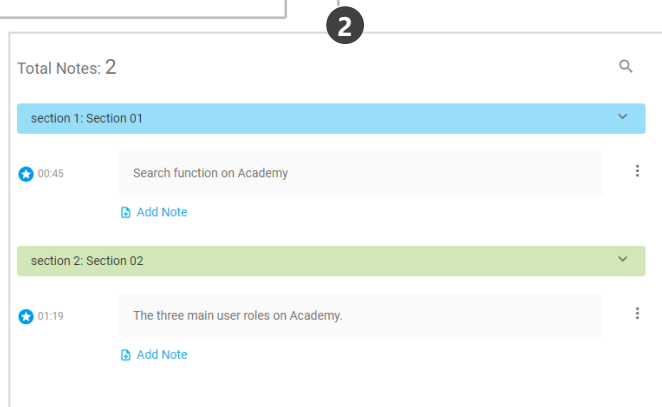
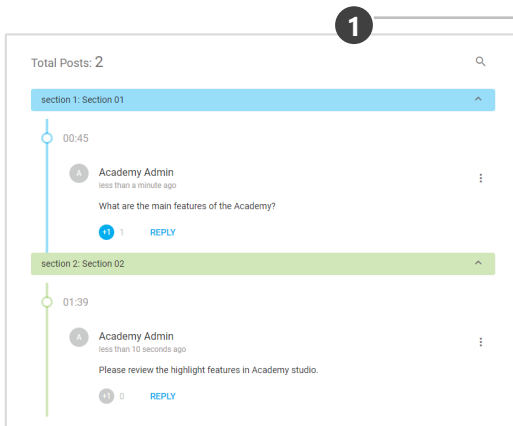
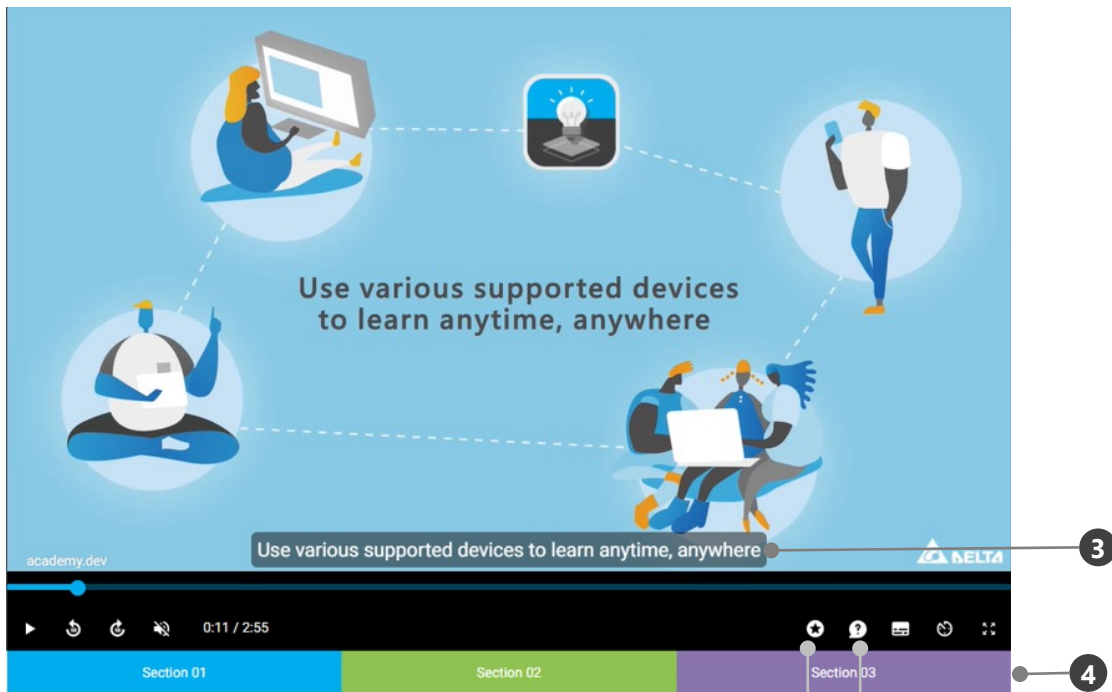
**Click blocks with different marks for browsing or use more of the audiovisual player function.**

**Browse this area for information of the learning materials, such as learning objectives and instructors.**



# Academy Video Player

You may use the diversified built-in function of the Academy video player to watch video lectures, make personal note, or interactive with the instructor(s) and other learners through the discussion forums.

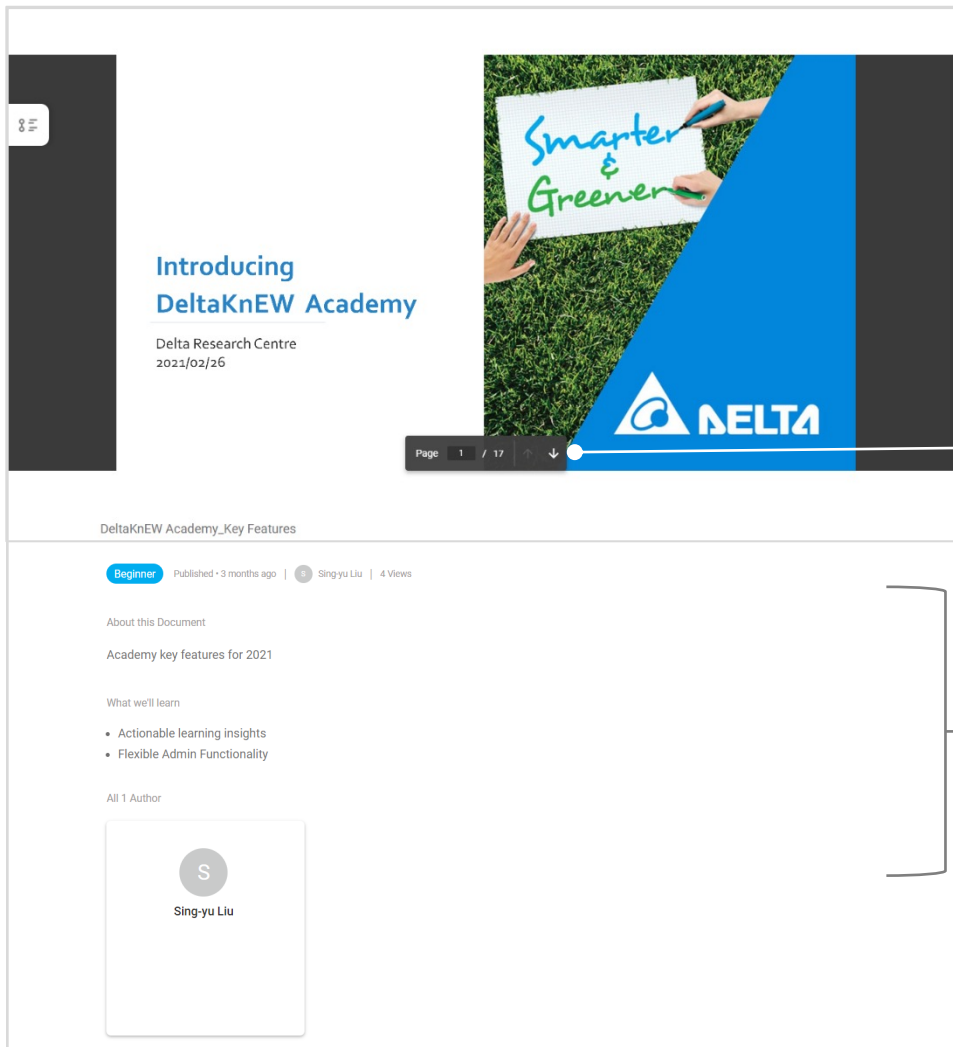


- 1 **Ask a question:** The time axis of the film is marked with the questions or subject of discussion. Browse and respond the questions of other learning in the discussion zone.
- 2 **Make a note:** Highlight important information on the video time axis with a note marker. You can also add additional information under the note marker.
- 3 **Video subtitles:** When subtitles are set in the video, it will be automatically displayed below the video. You can also switch subtitles or turn off subtitles through the subtitle button at the bottom right.
- 4 **View video sections:** Start the learning according to the subject shown in the respective video section. Click the video section for viewing the marked discussion and notebook..

# Academy Document Reader

If document type of learning materials are provided in the course, you may use the Document Reader to browse the documents and check the document related to information.

You need to complete the reading of the document pages as instructed in the course (to be calculated by percentage), and the system will then display that such content is completed for the learning.

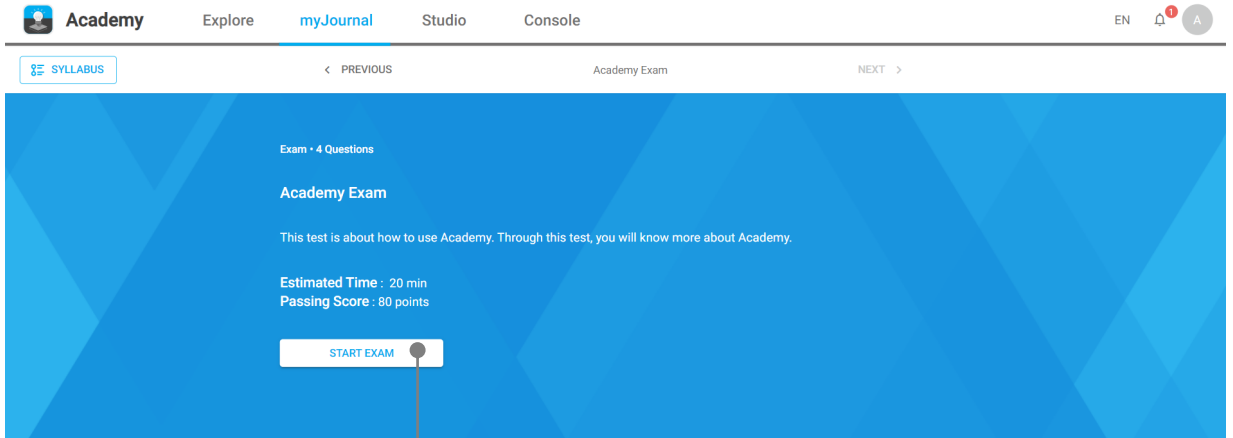


Click the previous / next page to read through the document.

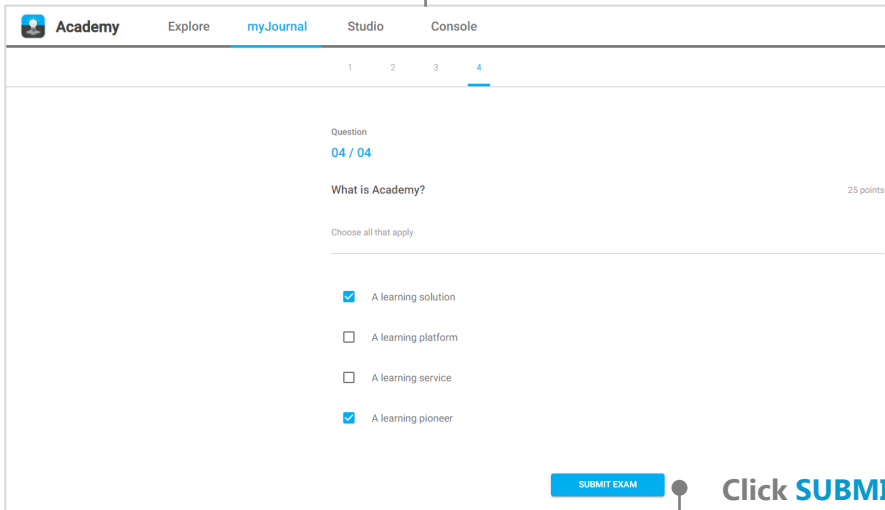
Document related information

# Assessment

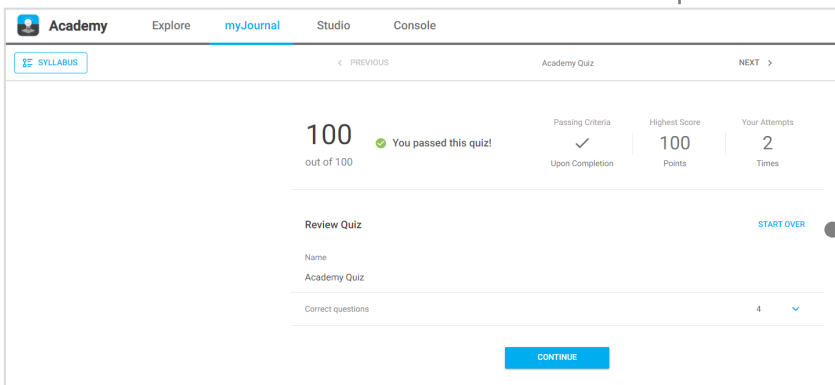
On the assessment preview page, you can check the number of questions and question types, and the estimated time for completing the assessment.



Click **START** to enter the assessment



Click **SUBMIT EXAM** to review the results, correct / incorrect answers, and explanation to each question.

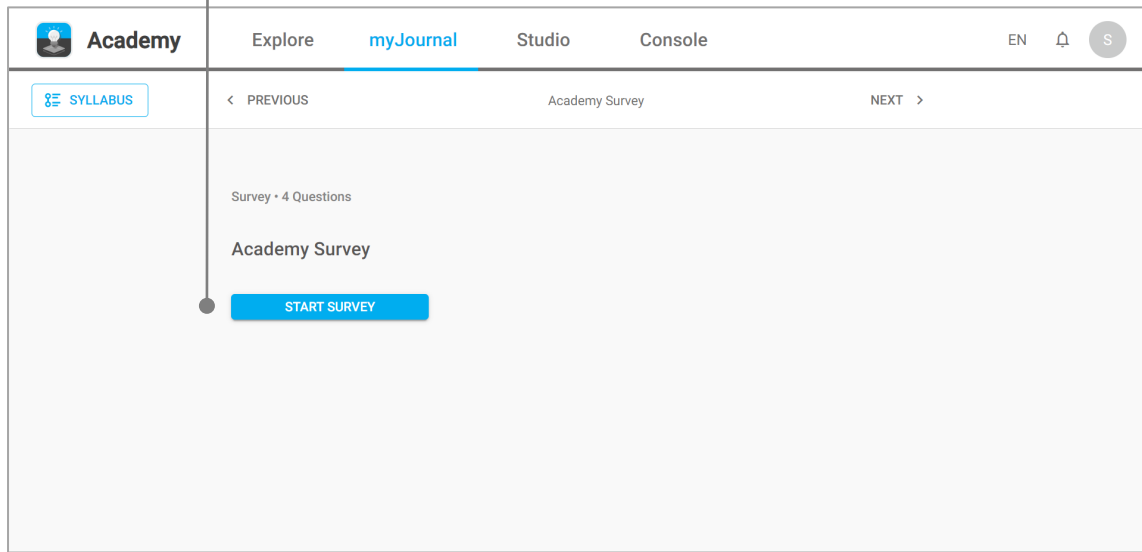


Click **START OVER** to retake the assessment.

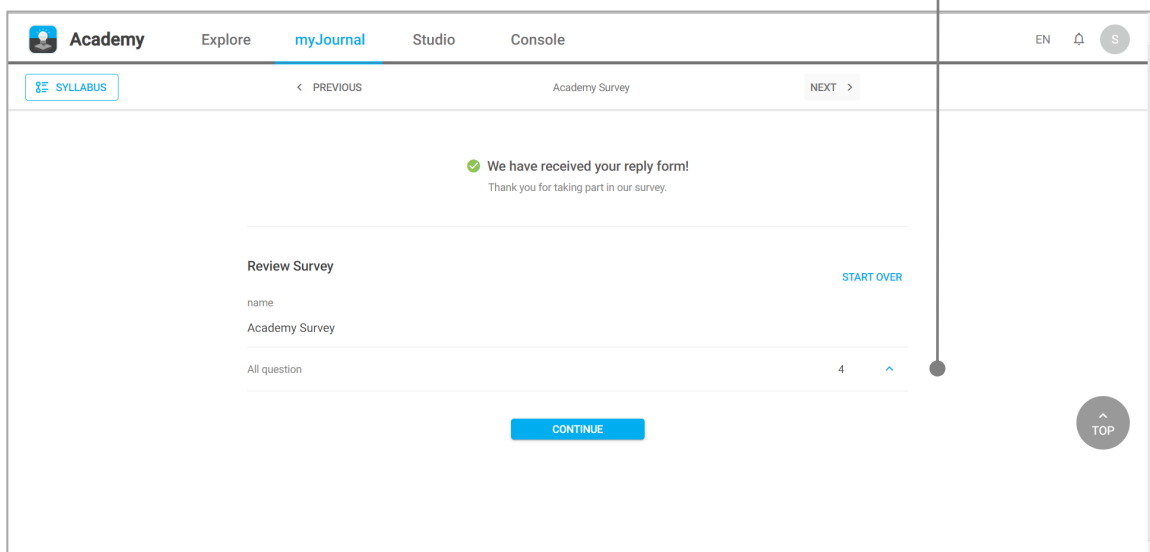
# Survey

You can fill out the course survey, go through questions, and review your responses after submission.

Click “START SURVEY” to enter the survey and fill out questions



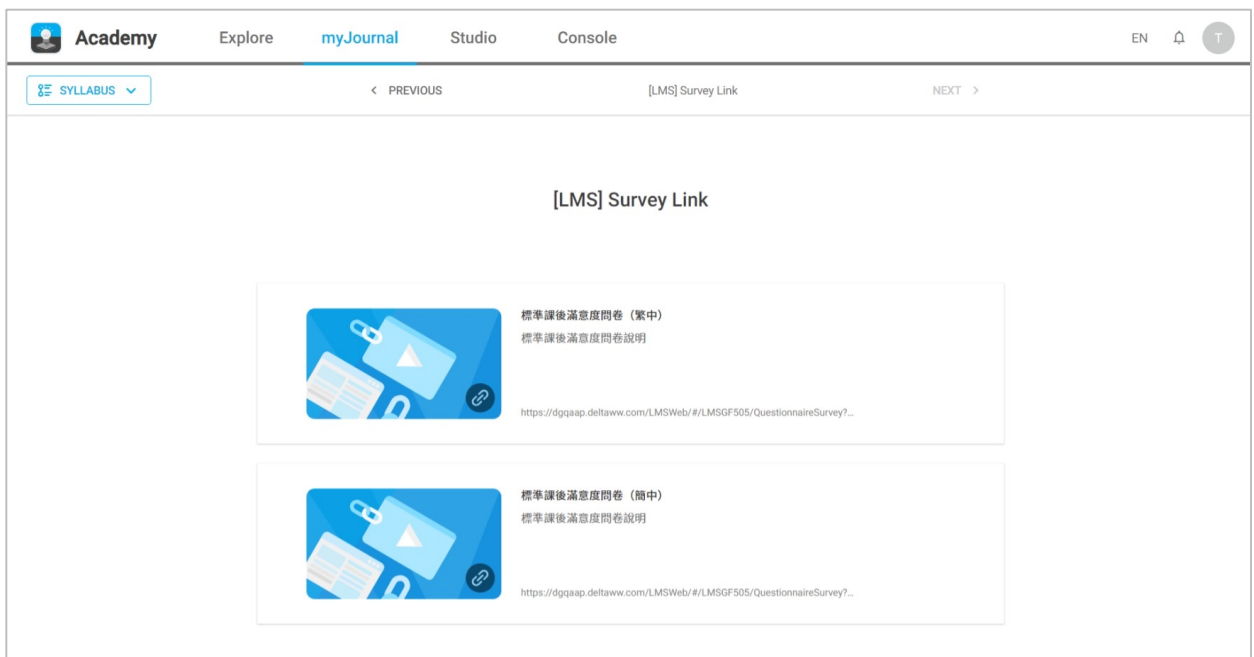
You can review your response after submitting the survey



# LMS Course Questionnaire

You can find the LMS course questionnaire link in Academy, click the link to open the OA questionnaire page, and complete the questionnaire on the OA page.

**Note:** The LMS questionnaire will only support the company's internal network environment, so if you use a mobile phone board, please use MOA to open the questionnaire and complete it.



# Use the Academy mobile APP

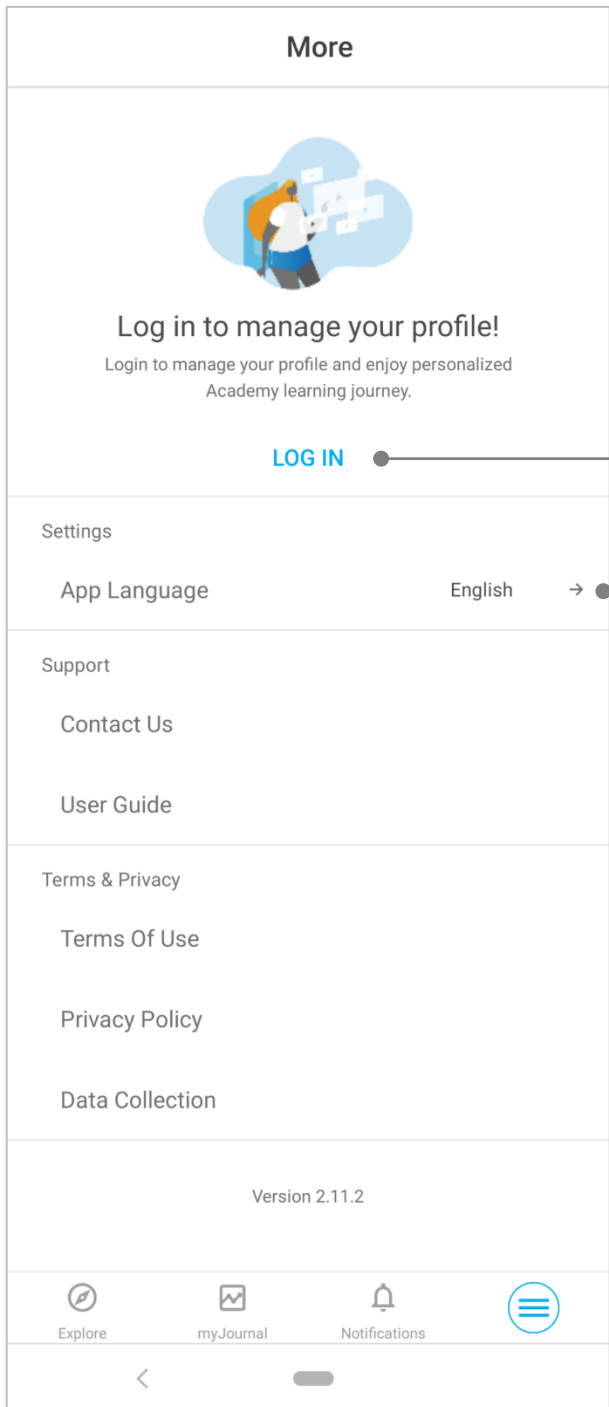
[Account information and preference setting](#)

[Explore – search and view courses](#)

[myJournal – Enroll a course and start learning](#)

# Account information and preference setting

You can manage your account information, orders, data control or set up system preferences in your Academy Account

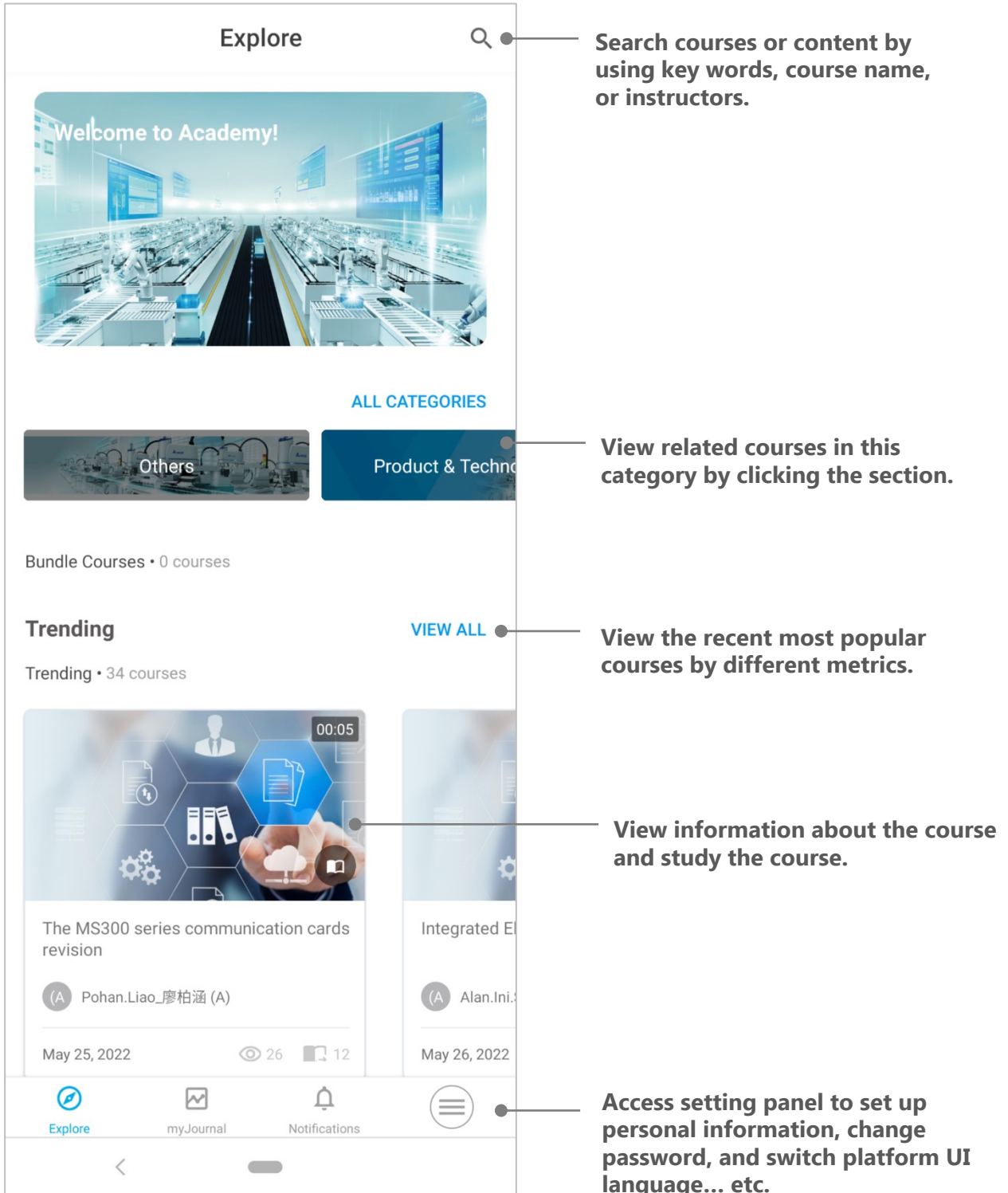


**Login into your account or switch another account**

**Switch the platform UI language to English, Traditional Chinese, or Simplified Chinese.**

# Explore – Search and view courses

After opening the app, you will enter the Academy homepage – Explore



**Explore**

Search courses or content by using key words, course name, or instructors.

ALL CATEGORIES

Others | Product & Techno

Bundle Courses • 0 courses

**Trending** | VIEW ALL

Trending • 34 courses

View information about the course and study the course.

The MS300 series communication cards revision

(A) Pohan.Liao\_廖柏涵 (A)

May 25, 2022 | 26 views | 12 likes

Integrated E

(A) Alan.Ini

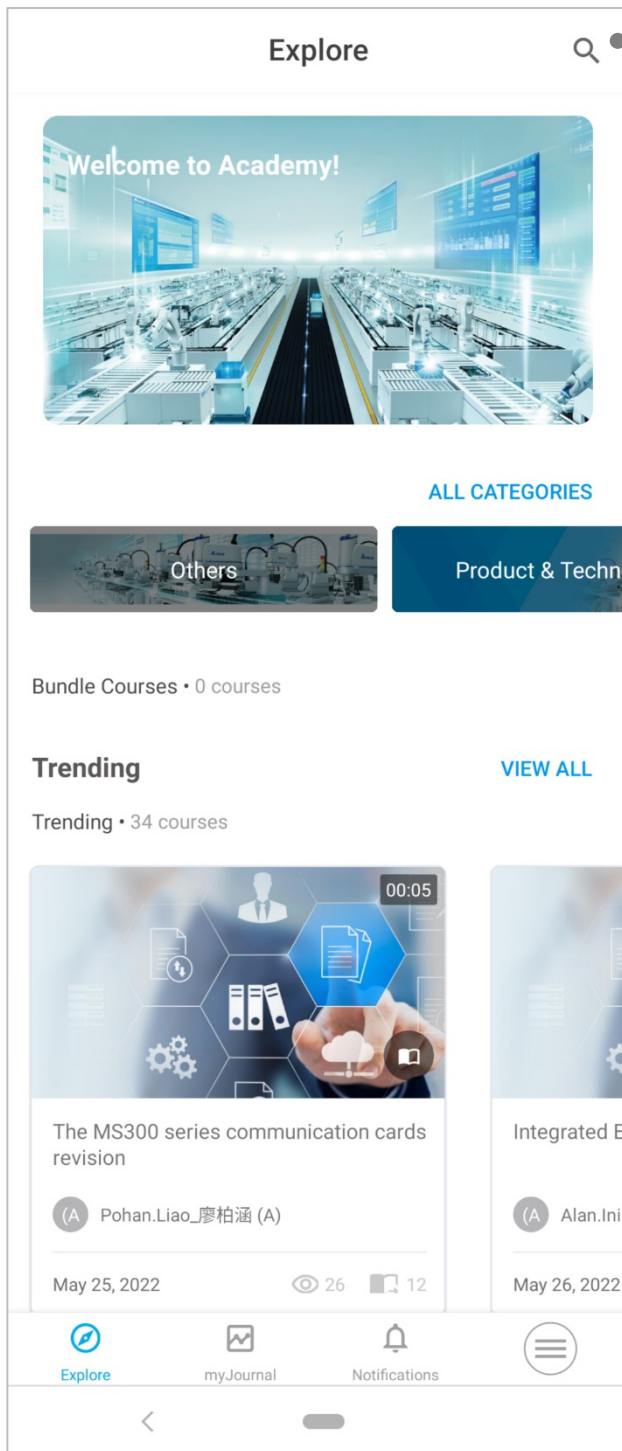
May 26, 2022

Explore | myJournal | Notifications | Settings

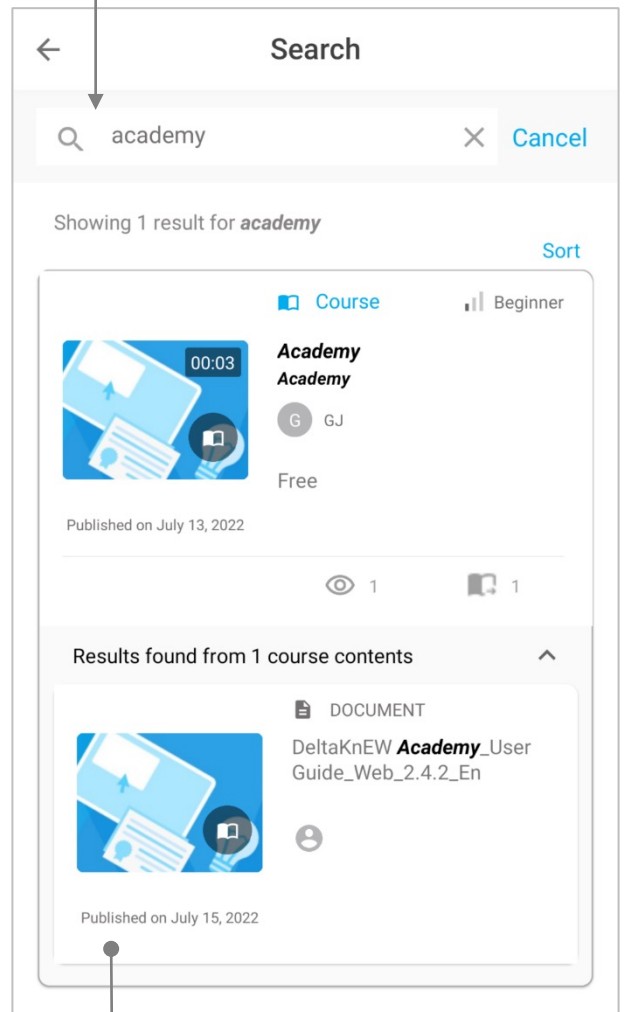
Access setting panel to set up personal information, change password, and switch platform UI language... etc.

# Search for a course

From the "Explore" on the homepage, you can enter keywords to search for related courses.



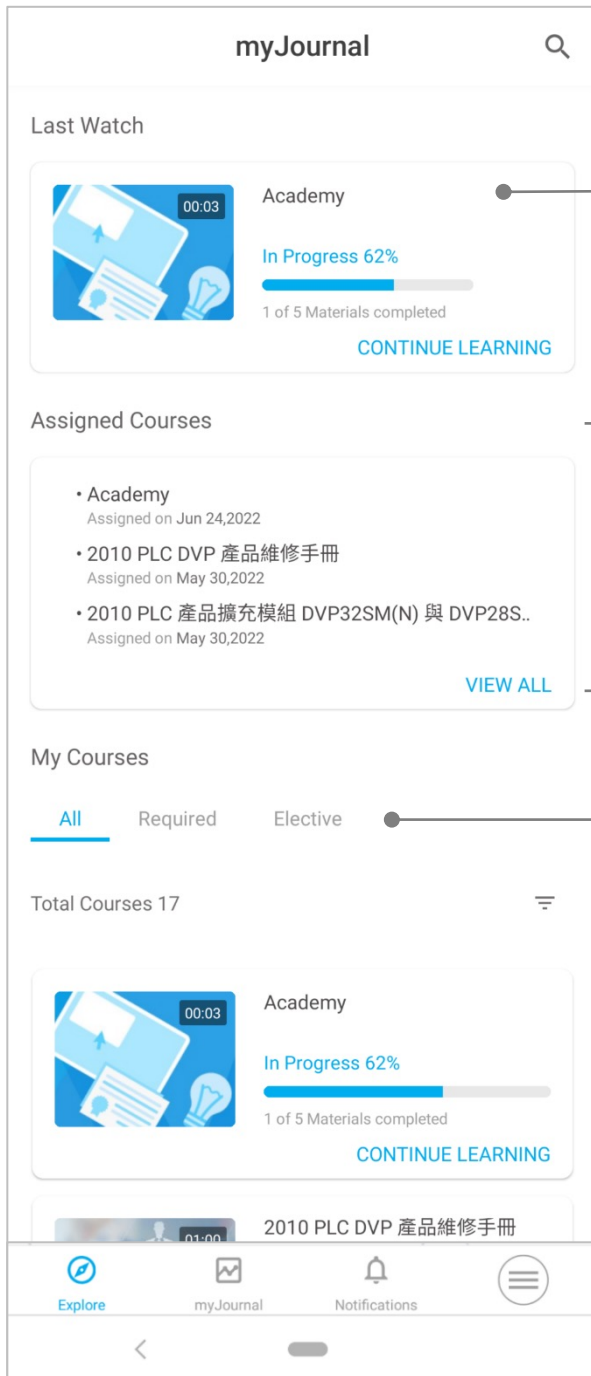
Enter keywords to find related courses



Click on the course cover to view information about the course and study the course.

# Check myJournal and start learning

You can find registered courses and learning progress in myJournal. If you have already started learning with some courses, you can find the courses in previous learning in the block of CONTINUE LEARNING and return to the learning progress of the last time quickly.



Start learning a course or check the learning progress on the course card.

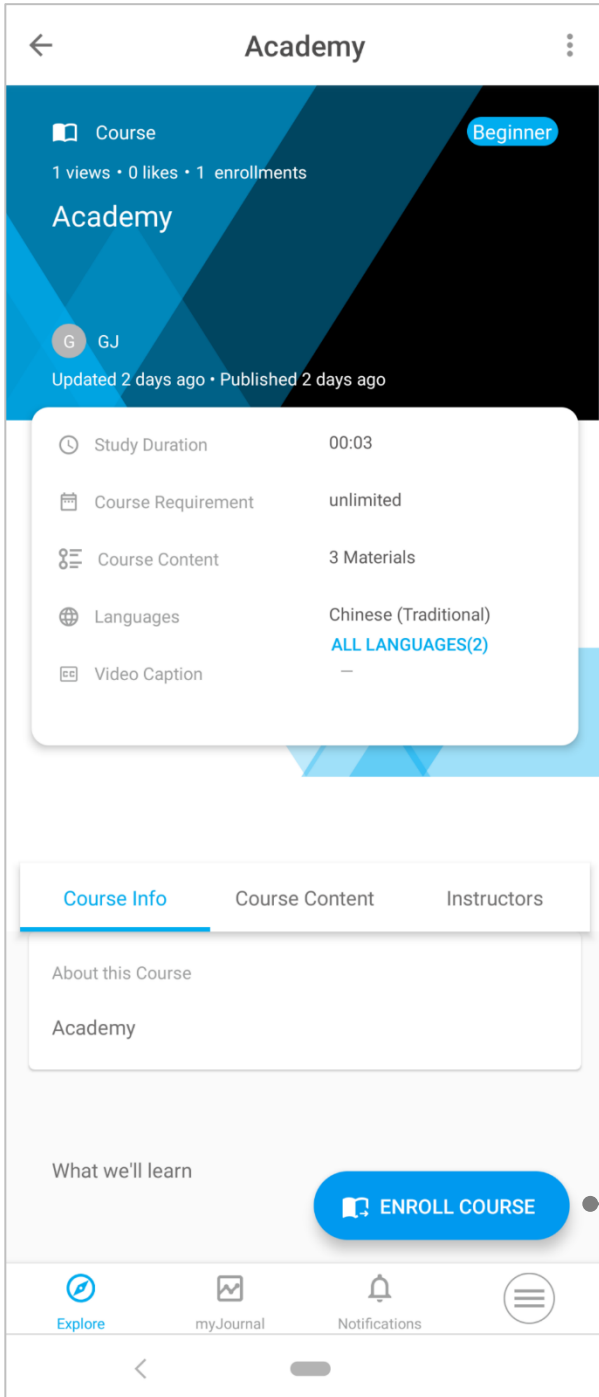
View all assigned courses by clicking button "VIEW ALL".

Click different tabs to filter the courses for display by different learning status.

Only courses that have been studied or are being studied will be listed in the "My Courses" list.

# Enroll in a course

To start the registration process, click “Enroll Course” on the course preview page and complete the registration step by step as instructed on the page. .



**From here, you can check:**  
**Course information**  
**Course syllabus**  
**Content provider and course instructors**



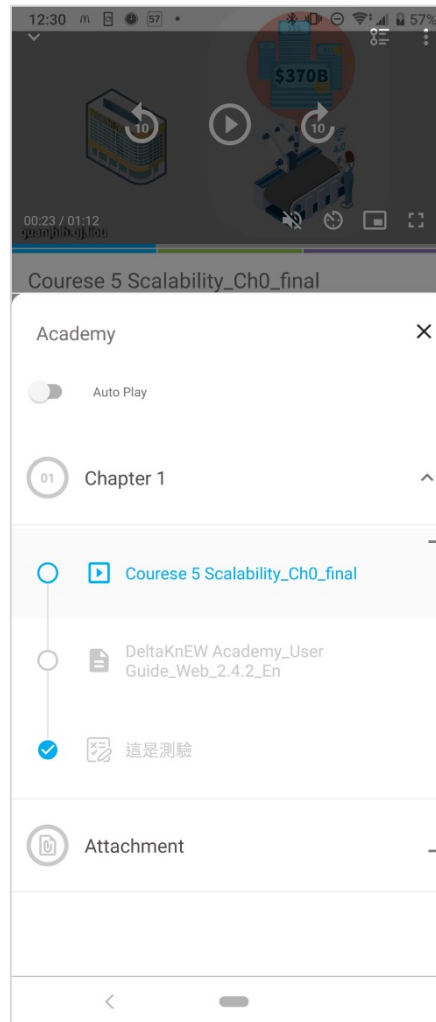
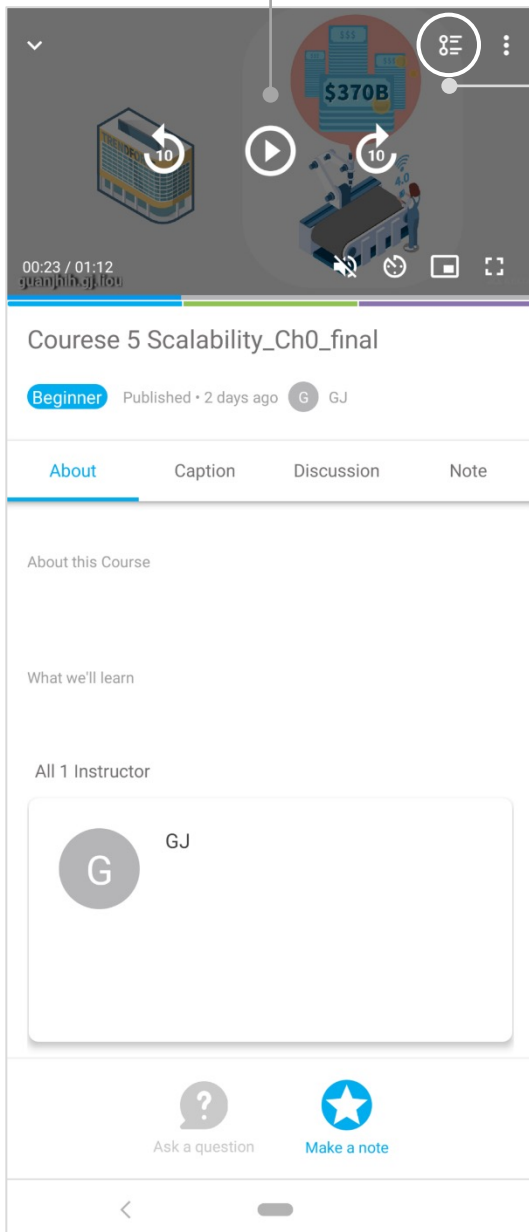
**Click “ENROLL COURSE” to start the enrollment process.**

# Academy Video Player

You may use the diversified built-in function of the Academy video player to watch video lectures, make personal note, or interactive with the instructor(s) and other learners through the discussion forums.

Click the **"PLAY"** button in the middle to start playing the content.

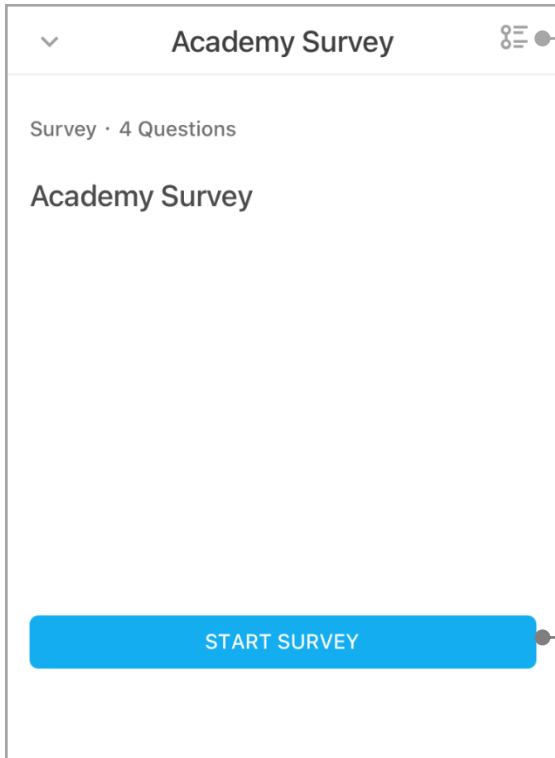
Use the chapter icon to expand the chapter list.



View or switch to different content in the course.

# Survey

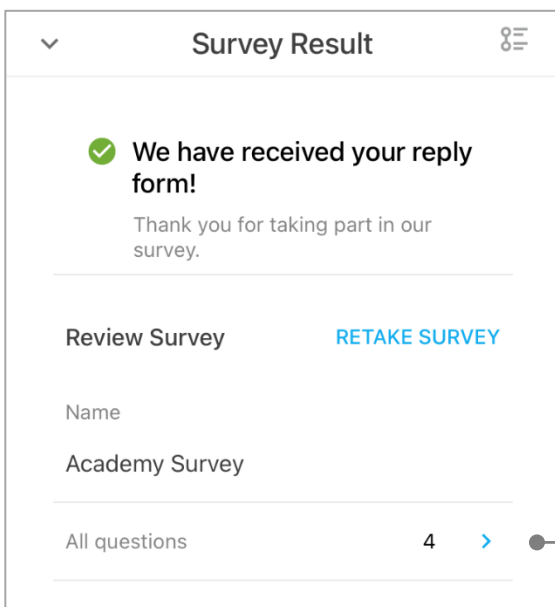
You can fill out the course survey, go through questions, and review your responses after submission.



Use chapter icon to expand the chapter list.

View survey information

Click **"START SURVEY"** to enter the survey and fill out questions



Review your response after submitting the survey